

A POV in

HR

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What is HR?

Human resource management (HRM)

- both an academic theory and a business practice that addresses the theoretical and practical techniques of managing a workforce.
- all about managing people, human capital and culture for business success.

HR History

- After the **First World War**, the focus of organizational studies shifted to analysis of *how human factors and psychology affected organizations*, a transformation propelled by the discovery of the **Hawthorne Effect** (Generally accepted psychological theory that the behavior of an individual or a group will change to meet the expectations of the observer if they are aware their behavior is being observed) .
- This **Human Relations Movement** focused more on teams, motivation, and the actualization of the goals of individuals within organizations

Theoretical Vs. Practitioners

- The *theoretical discipline* is based primarily on the assumption that employees are individuals with varying goals and needs, and as such should not be thought of as basic business resources, such as trucks and filing cabinets.
- The field takes a positive view of workers, assuming that virtually all wish to contribute to the enterprise productively, and that the *main obstacles* to their endeavors are lack of knowledge, insufficient training, and failures of process.

Continue...

- Its techniques force the managers of an enterprise to express their goals with specificity so that they can be understood and undertaken by the **Workforce**, and to provide the resources needed for them to successfully accomplish their assignments.
- As such, HRM techniques, when properly practiced, are expressive of the goals and operating practices of the enterprise overall.

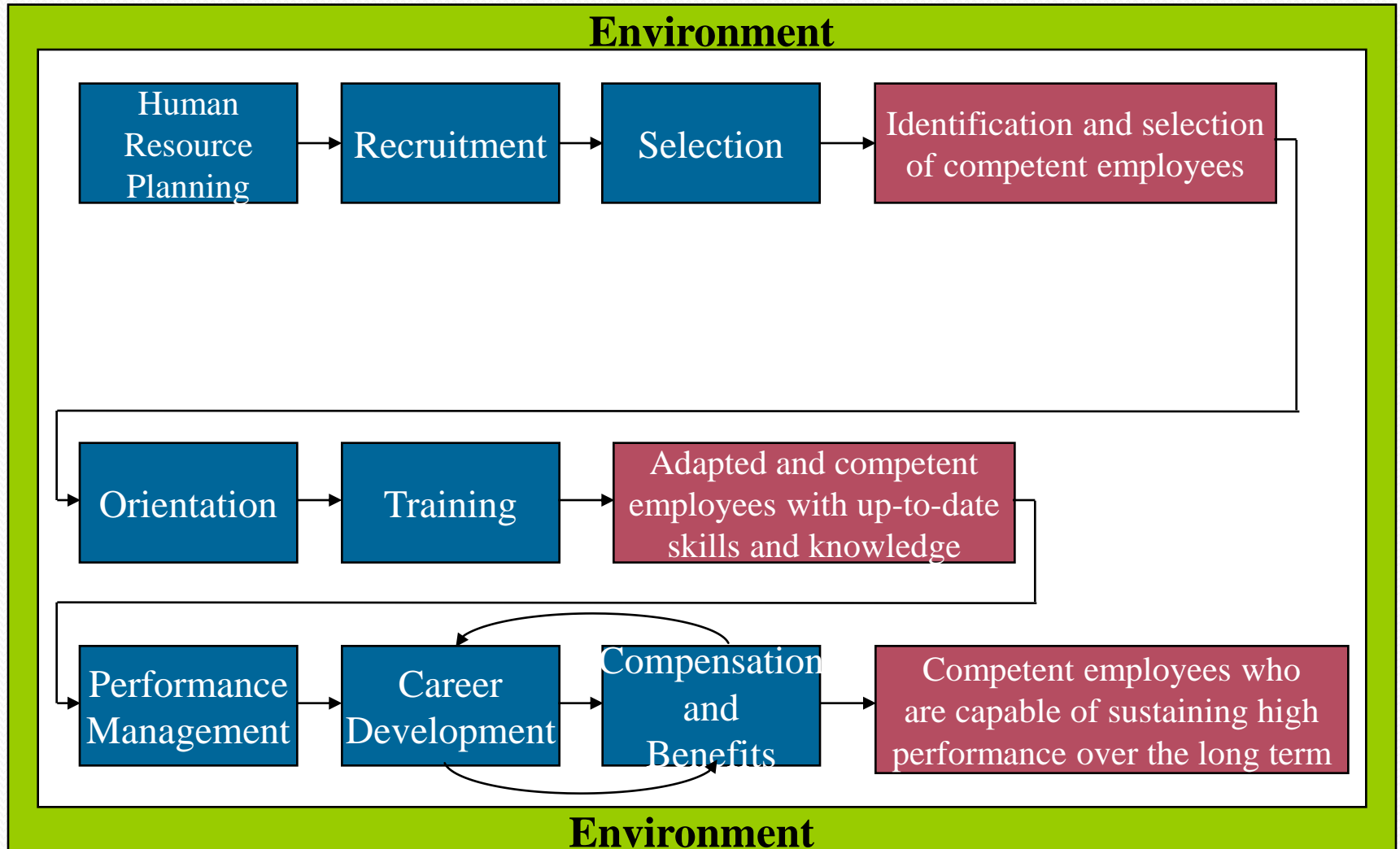
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- Nowadays, the more traditional synonyms such as **personnel management** are often used in a more restricted sense to describe those activities that are necessary in the recruiting of a **Workforce**, providing its members with payroll and benefits, and administering their work-life needs.
- Now it is referred to as “**People Management**” or “**Talent Management**”.

Continue...

- **"Human resource management** is responsible for how people are treated in organizations. It is responsible for bringing people into the organization, helping them perform their work, compensating them for their labors, and solving problems that arise"

HUMAN RESOURCE MANAGEMENT PROCESS





Human Resources Functions

7 Functions of HR

- Humans are an **organization's greatest assets**;
- Humans and the potential they possess **drive an organization**.
- Organizational change impacts not only the business but also its employees.
- In order **to maximize organizational effectiveness**, human potential—individuals' capabilities, time, and talents— **must be managed**.
- **Human resource management** works to ensure that employees are able to meet the organization's goals.

7 Functions of HR

- Before discussing the **seven functions**, it is necessary to understand the job analysis. An essential component of any HR unit, no matter the size, is the *job analysis*, which is completed to **determine activities, skills, and knowledge** required of an employee for a specific job.

7 Functions of HR

Job analyses are "performed on three occasions:

- (1) when the organization is first started,
- (2) when a new job is created, and
- (3) when a job is changed as a result of new methods, new procedures, or new technology"

HR Committee's Description

- Providing a Recruitment plan & executing it.
- Coordinating our meetings.
- Developing and executing an effective evaluation system (members, Events....) and Ensuring quality.
- Developing and executing an effective. Documentation system(for members, meetings, events.....).

HR Committee's Description

- Ensuring Good Relations & Interaction between (members – members – participants).
- Ensuring investment in members .
- providing a full updated database .

1- Staffing

- Both the **job description** and the **job specification** are useful tools for the staffing process, the first of the seven HR functions.



2- Performance Appraisal

- an environment that will *motivate and reward* exemplary performance. One way to assess performance is through a formal review on a periodic basis, generally annually, known as a *performance appraisal* or *performance evaluation*.
- *hiring, firing, and promoting;*
- *rewarding*
- *areas of improvement, training*
- *providing data useful in planning.*



3- Compensation and Benefits

- **Compensation** (payment in the form of hourly wages or annual salaries) and *benefits* (insurance, pensions, vacation, sick days, stock options, etc.)
- **employee's performance** can be influenced by compensation and benefits.
- **Compensation** should be legal and ethical, adequate, motivating, fair and equitable, cost-effective, and able to provide employment security



4- Training and Development

- Performance appraisals not only assist in determining compensation and benefits, but they are also instrumental in identifying ways to help individuals ***improve their current positions*** and prepare for future opportunities.
- As the structure of organizations continues to change, a need for ***Improving or obtaining*** new skills exists



4- Training and Development

- **Training** focuses on learning the skills, knowledge, and attitudes required to initially perform a job or task or to improve upon the performance of a current job or task,
- while **development** activities are not job related, but concentrate on broadening the employee's horizons
- **Education**, which focuses on learning new skills, knowledge, and attitudes to be used in future work,



4- Training and Development

- Training can be used in a variety of ways, including:
 - (1) *orienting and informing employees,*
 - (2) *developing desired skills,*
 - (3) *preventing potential obstacles*
 - (4) *supplying professional and technical education, and*
 - (5) *providing supervisory training and executive education*
- Training focuses on the current job, while development concentrates on providing activities to help employees expand their current knowledge and to allow for growth.



5- Employee and Labor Relations

- The contract defines employment related issues such as compensation and benefits, working conditions, job security, discipline procedures, individuals' rights, management's rights, and contract length.



6- Safety and Health

- **Safety** as "protecting employees from injuries caused by work-related accidents" and,
- **Health** as keeping "employees free from physical or emotional illness"



7- Human Resource Research

- In addition to recognizing workplace hazards, organizations are responsible for tracking all employees issues and reporting those statistics to the appropriate sources.
- The human resources department seems to be the storehouse for maintaining the history of the organization— everything from studying a department's;





Let's Do it

Let's Do it



Let's Do it

1. Interviews

- Providing a Recruitment plan & executing it.

What is Interviews



1. Interviews

- A conversation with a goal or a purpose



Exercise

INTERVIEW ₃ WORDS

Types of Interviews

- Employment
- Performance appraisal Interview
- Counseling
- Disciplinary
- Termination
- Induction
- Consulting
- Sales
- Data-Gathering



Shapes of Interview

- One-on-One

A standard interview with one candidate and one interviewer. Can be further separated into structured & unstructured formats.

- Phone interview

It is often used for screening or initial interviews if distance a factor.

- Group interview

A group of candidates are interviewed with each other. It provides a setting which allows you to see how they interact.

Shapes of Interview

- Board or Team interview

A candidate is interviewed by several managers at the same time.

- Observation interview

Candidates are evaluated during a presentation or performing a task. Often gives a "hands-on" task to accomplish.

- Presentation

Kind of Interviews

1. Unstructured Interview

- *two people just talked about the position and their skills.*

2. Structured Interview

- a set of standardized questions which are asked of every candidate.

3. Semi Structured

- A general framework of open-ended questions, with room for follow-up questions

Types of Questions

- Close-ended questions

- Open-ended questions

- Situational questions

posing a situation or case related to a business and the interviewee has to propose a solution to handle the situation. It is a useful way to test problem solving and reasoning ability.

- Behavioral questions

Interviewers ask questions on past behaviors on the premise that these behaviors can be useful indicators in predicting a person's future behavior.

Interview Stages

1. Packing
 - Criteria & questions
2. Getting Started
 - Ice Breaking
 - Introduction
 - Rules
3. In the Air
 - Q & A 's
4. Landing
 - closure
5. Home Sweet Home

1.Packing

- **Prepare**

If a manager does not study any and all information available beforehand, he/she will be seriously handicapped during the interview itself.

- **Study the job requirements in order to compare the candidate's qualifications with the needs of the job.**

Read over the application carefully ... note any gaps in the background; any inconsistencies; insufficient responses; reasons for leaving previous jobs; attitudes which might be reflected.

1.Packing

- What is **Criteria**

It's the summing up of the target market in a simple and brief words

- Why

To make an effective and easier interviewing and selection processes

2.Taking Off

- **Establish Rapport**

It is up to the manager to create a friendly, non-threatening and supportive atmosphere during the interview. Since the candidate may appear tense and nervous at first, it will be up to the interviewer to relieve those anxieties. After a climate of trust has been established, it must be maintained throughout the balance of the interview.

- Stress relief
- friendly Smile
- Good handshake
- Friendly attitude
- Introduce yourself
(Name, Post, Study year ...)

2.Taking Off cont.

Rules to tell the interviewer

- **Introduce yourself as interviewer**
- **Mobile silent**
- **Interview will last for 15 – 35 Min**
- **Questions now or after finishing interview**
- **Right to skip private questions**
- **Any questions before starting?**

3.In the Air

- **Get Relevant Information**

It is most important that the manager knows what information is relevant to the job to be filled - and uses questions which will get the most information in those areas.

- **Check Impressions**

During an interview, a manager may begin to suspect something negative about a candidate. These impressions should always be checked out to make certain any conclusions reached are well grounded. Managers should keep an open mind during the interview, and be flexible enough to either accept or reject a hypothesis when probing or checking out something which could be detrimental to the applicant.

3.In the Air

- •The longest time of the interview
- •The boring one
- •The most fruitful for the interviewer

3.In the Air cont.

- **Be Aware Of Your Impact**

The manager is in the "Driver's seat", and controls the direction of the interview. If questions are leading, judgmental or threatening in any way, the chances are that information will become slanted or cut off. Remember, that during the interview, the applicant will be listening and watching - and will try to "psych you out", presenting himself or herself to meet your expectations.

4.Landing

- summary
- clarification for misunderstanding
- opening for un-obtained information
- Close the interview with specific details of what will happen next

4.Landing cont.

- We are now done
 - If you have a feedback about the interview or anything send it to
hr.white.page@gmail.com
 - We will contact you within a week, by phone if accepted and by mail if not
 - If not accepted, it doesn't mean you are bad, it is just that we have some criteria to seek which don't fit with you
- ,And you are welcomed to join WP again
- Do you have any questions?
 - Thank you

5. Home Sweet Home

Interview

Record

**Record all the answers in
brief**

Evaluate

**Excellent = 3
Good = 2
Bad = 1**

Tips

- Don't act as a psychologist in the interview
 - Application or CV has nothing to do with skills
 - Rely on achievements and life experience
- (Situational questions)
- Avoid vague and silly questions that's wrongly said it has something to do with creativity

Ex: If you were a lion, what animal would you like to eat first??

Tips

- Take away your values
- Don't evaluate people according to your own chemistry
- Keep your eyes on the criteria while interview
- Criteria critical success factor mustn't exceed
- Don't evaluate upon non-verbal behavior (foo fingers...)
- Don't be dragged to areas of wasting energy
(Debates)

Tips

- Don't offer your opinions
- Don't display approval or disapproval through tonality, facial expressions or side comments
- Don't discuss your own experiences with the applicant
- Listen carefully
- Use a tone of voice that conveys assurance, interest, and a professional manner that is neutral and non-judgmental

Extreme cases

- Tensioned –Stressed
- Aggressive –Attacking
- Rude
- Mr. Silent
- Mr. Mouth
- fattay
- Showy –Arrogant
- Monafeq
- Flirter

Why Interviews Fails

1. Concentrating on the interviewee exclusively, as a person.

This is normal for an untrained interviewer, because most of our everyday contacts with people are of a person-to-person nature, rather than of a "sifting - through abilities" analysis. The perceptive manager specifically attempts to compare an applicant's abilities and experience with actual job requirements.

2. Looking to see how an applicant's past life compares with our own.

This results in substantial loss of time, because we concentrate more on the comparisons than on obtaining job-relevant information.

3. Losing control.

Whether out of a desire to be courteous or because we encounter a particularly dominant interviewee, we can lose control of an interview. When this happens, we must regain control, skillfully - not abruptly.

Why Interviews Fails

4. Asking questions answerable by a simple "yes" or "no".

- We are used to doing this because our daily business conversations are often short and to the point. But in interviewing, we endeavor to do just the opposite - to draw the candidate out. This requires minimizing "yes" and "no" type questions.

5. Not remaining silent, or listening long enough.

- Extensive studies on communications substantiate that most of us are poor listeners; we haven't received training in this critical skill area. The manager who interviews must unlearn the trait of "seeking to fill the voids", and of being a poor listener.

6. Being unaware of or not dealing directly with our biases.

- Biases take many forms. Unaccounted for, they can all but destroy an otherwise good interview. They include how we feel about appearance or hair styles, and clothing. For many people, one outstanding trait in a candidate can overshadow weak points (known as "halo" effect). Our likes and dislikes regarding such variables as posture, language, educational background (non-job - related), or even non-verbal behavior can unduly influence our decisions.

Why Interviews Fails

7. Making judgmental or leading statements.

- These tell the candidate what the manager is or isn't looking for. Most applicants are good enough at "reading" the interviewer's mind - without being provided direct guidance.

8. Not giving the interview time or opportunity to sell him/herself.

- Untrained managers often think only of their own goals in the interview. But, trained managers recognize it is very natural for an applicant to want to present his/her abilities, experience and potential value to the employer as strongly as possible.
- Not taking sufficient time to provide adequate opportunity to observe the applicant's responses and behavior.
- The longer the interview, the better our chances of making more observations and comparing answers at different points.
- These major obstacles to effective interviewing are largely "natural or learned" traits in the untrained manager. They are overcome through practice, with the benefit of having an observer to critique each session.

Blind Dictation

A good HR Must be a good blind dictator ,so easily and quickly he/she can take notes

Dealing with lying

1. The Columbo Technique

Columbo starts with casual open questions, just to put the other person at ease and get them freely talking.

When the other person is sufficiently relaxed and Columbo has achieved good bonding, he slips in a question about what he really wants to know.

One of the tricks he uses is to phrase the question indirectly.

Dealing with lying

2. The Kipling Technique (5W1H)

What is the problem?

Where is it happening?

When is it happening?

Why is it happening?

How?

Who?

NLP

- **Neuro Linguistic Programming (NLP)** is the art and science that helps explain how the mind actually works in terms of our own self-programming using verbal and non-verbal communication and how that communication affects how we perceive ourselves and the world around us.
- **Neuro** stands for brain, **linguistics** for language, and **programming** for behavior.

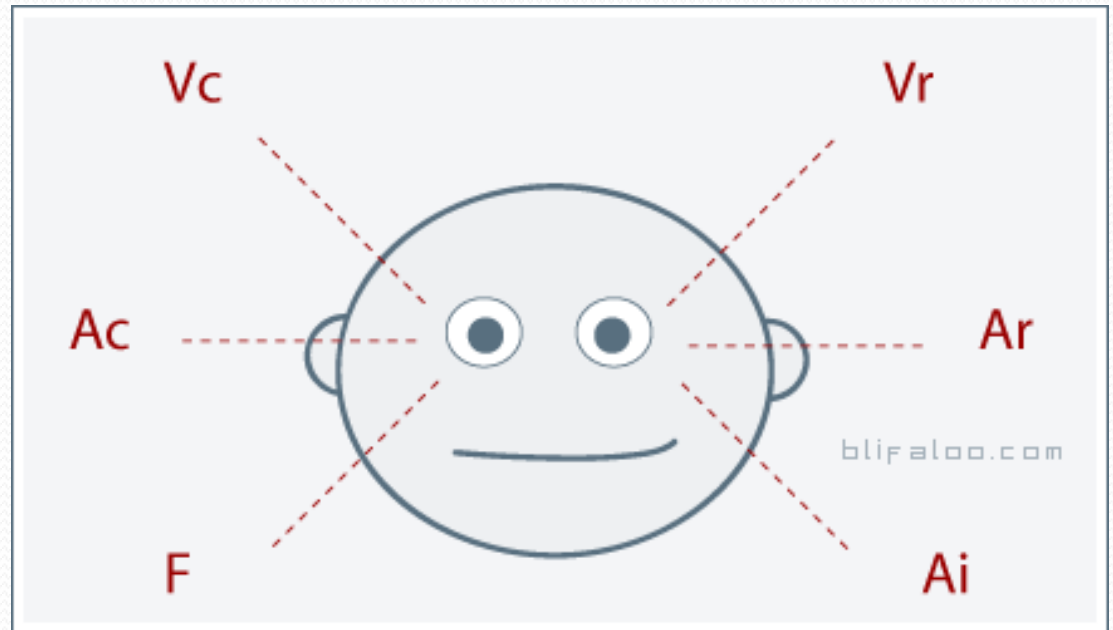
Eye Direction and Lying

- Eye Movement and Direction and How it Can Reveal the Truth or a Lie
- So can the direction a person's eyes reveal whether or not they are making a truthful statement? Short answer: *sort of*.
- **The Truth about Eye Accessing!**

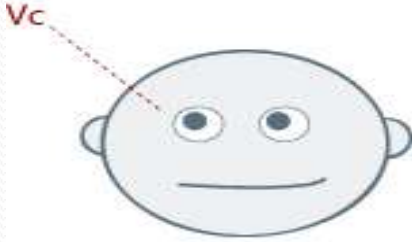
Remember this is a general rule! It's an NLP model and sometimes the model lies. Eye accessing cues have come under a lot of scrutiny over the last few years in NLP - many people access information in different ways! For example if they are left handed - the model may be reversed! The key to finding out is to ask questions and observe!

Visual Accessing Cues

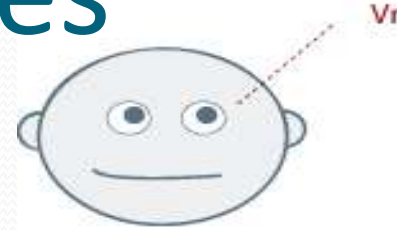
- When asked a question a "normally organized" right-handed person looks (from your viewpoint, looking at them):



Visual Accessing Cues

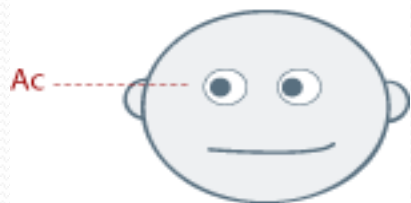


- **Up and to the Left**
Indicates: **Visually Constructed Images (Vc)**
If you asked someone to "Imagine a purple buffalo", this would be the direction their eyes moved in while thinking about the question as they "Visually Constructed" a purple buffalo in their mind.



Up and to the Right
Indicates: **Visually Remembered Images (Vr)**
If you asked someone to "What color was the first house you lived in?", this would be the direction their eyes moved in while thinking about the question as they "Visually Remembered" the color of their childhood home.

Continue...



To the Left

Indicates: **Auditory
Constructed (Ac)**

If you asked someone to "Try and create the highest the sound of the pitch possible in your head", this would be the direction their eyes moved in while thinking about the question as they "Auditorily Constructed" this this sound that they have never heard of.



To the Right

Indicates: **Auditory
Remembered (Ar)**

If you asked someone to "Remember what their mother's voice sounds like ", this would be the direction their eyes moved in while thinking about the question as they "Auditorily Remembered " this sound.

Continue..



Down and to the Left

Indicates: **Feeling / Kinesthetic (F)**

If you asked someone to "Can you remember the smell of a campfire?", this would be the direction their eyes moved in while thinking about the question as they used recalled a smell, feeling, or taste.



Down and To the Right

Indicates: **Internal Dialog (Ai)**

This is the direction of someone eyes as they "talk to themselves".

Continue...

How this information is used to detect lies:

Example: Let's say your child asks you for a cookie, and you ask them "well, what did your mother say?" As they reply "Mom said... yes." they look to the left. This would indicate a made up answer as their eyes are showing a "constructed image or sound. Looking to the right would indicated a "remembered" voice or image, and thus would be telling the truth.



Documentation

- Developing and executing an effective. Documentation system(for members, meetings, events.....).
- providing a full updated database .

Documentation

- Interview application
- Interview assessment
- Thank you form
- Firing form
- Task
- Attendance



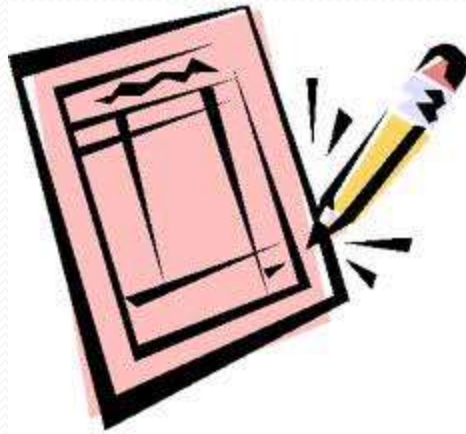


Evaluation

- Developing and executing an effective evaluation system (members, Events....) and Ensuring quality.
- Ensuring Good Relations & Interaction between (members – members – participants).

Evaluation

- Evaluation for members & Heads
- Feedback



Feedback

- it helps us know immediately what worked and what didn't.
- It provides information for improving the current program and designing future programs
- It provides information helpful in accountability reporting.
- It shows participants and stakeholders that we are interested in improving and that we value their input.

Feedback Tips

- **Make the questionnaire easy to complete.**

Keep your questions brief and choose an easy-to-read font. also, leave plenty of white space on the form to avoid a cluttered appearance.

- **Keep your audience in mind.**

the questionnaire you use will depend on the audience age, literacy level, etc. Phrase the questions and format the questionnaire to match the characteristics of your audience.

Feedback

- Cluster similar items to save space and time.

Rather than asking separate questions:

1. How would you rate the content?
___ poor ___ fair ___ good ___ very good
2. How would you rate the facility?
___ poor ___ fair ___ good ___ very good
3. How would you rate the teaching?
___ poor ___ fair ___ good ___ very good

Cluster items into one question:

1. How would you rate each of the following:

	poor	fair	good	very good
a. the content	___	___	___	___
b. the facility	___	___	___	___
c. the teaching	___	___	___	___

Feedback

- **Keep the form short.**

it is important to remember that participants are often tired at the end of an educational event, so questionnaires need to be focused and concise. Work towards obtaining the most information that can be provided in the least amount of time. Be clear about your purpose and limit data collection to the information you are sure to use.

- **Provide time for participants to complete the evaluation form.**

To get feedback from most participants, schedule time for them to fill out the questionnaire as part of your educational event. You may wish to save the final announcements for the event until after participants have completed the questionnaire.

Feedback

- **Guard against a positive bias.**

often participants give high marks to please the instructor. Stress to participants that you are interested in both the strengths and weaknesses of the session. include a question that asks about weaknesses or ways to improve.

Protect the anonymity of the respondent.

Signatures on end-of-session evaluation forms are usually optional. forms can be collected on an empty desk or in a box by the door rather than returned directly to you.

Feedback

- **Use the feedback you receive.**

making changes based on the feedback you receive shows participants that you value their input.

explain how you plan to use the information as you distribute the forms.

- **Proofread, edit and pilot test**

Feedback – Types of Questions

A. Open-Ended questions

What did you find most useful about today's workshop?

B. Close-Ended questions

1. Yes-no question:

Did you find today's workshop useful?

- a. ☐ No
- b. ☐ Yes

2. one best answer question:

Of the following topics, which ONE was most useful to you? (Check ONE please.)

- a. ☐ physical punishment
- b. ☐ setting limits
- c. ☐ consequences
- d. ☐ listening
- e. ☐ anger
- f. ☐ challenging behavior

Feedback – Types of Questions

3. Check all that apply question:

Which of the following topics were most useful to you? (Check all that apply.)

- a. ☐ physical punishment
- b. ☐ setting limits
- c. ☐ consequences
- d. ☐ listening
- e. ☐ anger
- f. ☐ challenging behaviors

4. Rating question

To what extent did you find today's workshop useful?

- a. ☐ not useful
- b. ☐ somewhat useful
- c. ☐ quite useful
- d. ☐ very useful

Feedback – Types of Questions

5. Ranking question

Of the topics we covered today, please rank their usefulness to you in order of 1, 2, 3, 4, 5, 6 where 1=most useful and 6=least useful.

- a. ____ physical punishment
- b. ____ setting limits
- c. ____ consequences
- d. ____ listening
- e. ____ anger
- f. ____ challenging behaviors



Feedback

Check PDF

“Collecting Evaluation Data End-of-Session Questionnaires”



Development

- Ensuring investment in members .
- Prepare active members to lead positions



Development

- Interview assessments are not only used in selecting delegates, but its most important function is to locate weaknesses & needs to overcome in the future

Also preparing delegates for the proceeding positions

HR

- Coordinating our meetings & outings.





Any Questions?



Thank You